INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: **02 July 2015**

Country: Republic of Moldova

Description of the assignment: National Consultant to conduct analysis and reengineering of the Moldovan Civil Status Service business processes

Project name: Democracy Programme / Elections

Period of assignment/services: 30 working days within two months period

Proposals should be submitted online by pressing the "Apply Now" button no later than **16 July 2015**

Requests for **clarification only** must be sent by standard electronic communication to the following e-mail: sergiu.galitchi@undp.org UNDP will respond by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all applicants.

1.   BACKGROUND

UNDP Moldova Democracy Programme/Elections (further referred as Programme) is a multi-year institutional development programme that supports strategic development of the Central Electoral Commission of Moldova (CEC) with the aim to strengthen the capacity of electoral administration to deliver professional, transparent and efficient electoral processes. Overarching goal of the Programme is to improve the democracy in Moldova through modernization of the electoral processes, through free and fair elections representing the will of the people and which are fully in line with the international standards and best practices.

The Programme shall also provide support to the Government of Moldova and different line ministries in development of key state registers and improvement of data exchange between these, with the overall purpose to improve the quality of the data contained in the state register of population and implicitly the quality of data imported in the state register of voters. As part of this activity the Programme intends to provide support to development of the necessary interoperability framework needed for official data exchange among the State Population Register, Register of Civil Status Acts, Official Address Register and other key registers.

In accordance with the Government Decision No. 82 of 31 January 2008 on the Civil Status Service (CSS) among the key tasks of CSS are organization of civil status acts registration processes undertaken in Moldova and creation and maintenance of the civil status' automated informational systems.

In this regard, during 2014 CSS has conducted a complex analytical exercise of the registration processes of all civil status acts. This analysis captured the current processes in an "As Is" analytical assessment. Further reengineering ("To Be" analysis) of 6 (six) primary registration processes for birth, marriage, divorce, death, change of name and issuance of duplicates has been also completed. As a next step, CSS approached the Programme with the request to support the reengineering of those remaining processes, for which the "To Be" analysis has not been undertaken (e.g. reconstitution or transcription of civil status acts).

2.   SCOPE OF WORK:

The Programme intends to contract an experienced business analyst ("consultant") to assist the Programme and CSS in process analysis and design area, namely to perform an analysis and the reengineering of the current CSS business processes.

The expected output for the consultant's assignment is to support CSS with:

- Redesigning of CSS processes, their reengineering and description of how these processes are to be enhanced in future.

For detailed information, please refer to Annex 1 – Terms of Reference.

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

I. Academic Qualifications:
- University degree in Economics, Business administration, Public administration, Computer sciences, Engineering, Telecommunications or related fields;

II. Experience:
- Minimum 10 years of experience in IT area
- At least 3 years of working experience in business analysis and business process analysis/modelling;
- Proven experience with business process management or workflow management would be an asset;
- Minimum 5 similar assignments performed.

III. Competencies:
- Proven knowledge of Universal Modelling Language;
- Good analytical skills and experience in domain data modeling;
- Knowledge of standards related to data exchange and interoperability;
- Good understanding of the regulatory documents in the ICT field;
- Good understanding of existing IT systems in central public authorities;
- Knowledge of Romanian and Russian (verbal and written) is a must. Knowledge of English will be a strong advantage. Knowledge of one or more additional languages relevant for Moldova, including Bulgarian, Gagauzian, Romani, Ukrainian or sign language is an asset;

The UNDP Moldova is committed to workforce diversity. Women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV, as well as refugees and other non-citizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply;

4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

a. Proposal: explaining why they are the most suitable for the work including past experience in similar Projects (please provide brief information on each of the above qualifications, item by item);
b. Financial proposal (lump-sum in USD, specifying a total requested amount per working day, including all related costs, e.g. fees, phone calls etc.);
c. Duly completed P11 form, personal CV and at least 3 references.

Note: upon request, candidates must present proof of similar assignments in the form of business analysis documents, business process analysis documents, technical charts, diagrams etc.

5. FINANCIAL PROPOSAL

The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in installments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR. In order to assist the requesting unit in the comparison of financial

proposals the financial proposal shall include a breakdown of this lump sum amount (including fee, taxes, travel, per diems, and number of anticipated working days).

Travel

All envisaged travel costs must be included in the financial proposal. This includes all travel to join duty station/repatriation travel. In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class he/she should do so using their own resources.

In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

6. EVALUATION

Initially, individual consultants will be short-listed based on the following minimum qualification criteria:

- University degree in Economics, Business administration, Public administration, Computer sciences, Engineering, Telecommunications or related fields;
- Minimum 10 years of experience in IT area;
- At least 3 years of working experience in business analysis and business process analysis/modelling;

The short-listed individual consultants will be further evaluated based on the following methodology:

Cumulative analysis

The award of the contract shall be made to the individual consultant whose offer has been evaluated and determined as:
a) responsive/compliant/acceptable, and
b) having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

* Technical Criteria weight – 60% (300 pts)
* Financial Criteria weight – 40% (200 pts)
Only candidates obtaining a minimum of 210 points would be considered for the Financial Evaluation.

Criteria	Scoring	Maximum Points Obtainable
Technical		
University degree in Economics, Business administration, Public administration, Computer sciences, Engineering, Telecommunications or related fields;	*University Degree – 15 pts., MA – 20*	20
Minimum 10 years of experience in IT area	*10 years – 60 pts., each additional year – 10 pts., up to max 90 pts.*	90
At least 3 years of working experience in business analysis and business process analysis/modelling;	*3 years – 30 pts., each additional year – 10 pts., up to max 50 pts.*	50

Proven experience with business process management or workflow management would be an asset;	*Yes – up to 10 pts., No – 0 pts.*	10
Minimum 5 similar assignments performed.	*5 assignments – 25 pts., each additional assignment - 1 pts., up to max 30 pts.*	30
<u>Interview</u>	- Proven knowledge of Universal Modelling Language (*up to max 10 pts.*); - Good analytical skills and experience in domain data modeling (*up to max 10 pts.*); - Knowledge of standards related to data exchange and interoperability (*up to max 20 pts.*); - Good understanding of the regulatory documents in the ICT field (*up to max 20 pts.*); - Good understanding of existing IT systems in central public authorities (*up to max 15 pts.*); - Knowledge of Romanian and Russian (verbal and written) is a must. Knowledge of English will be a strong advantage. Knowledge of one or more additional languages relevant for Moldova, including Bulgarian, Gagauzian, Romani, Ukrainian or sign language is an asset *(Romanian and Russian – 5 pts. each language; English – 5 pts., other languages – 2 pts., up to max 25 pts.)*	100
Maximum Total Technical Scoring		**300**
Financial		
Evaluation of submitted financial offers will be done based on the following formula: **S = Fmin / F * 200** S – score received on financial evaluation; Fmin – the lowest financial offer out of all the submitted offers qualified over the technical evaluation round; F – financial offer under consideration.		**200**

<u>Winning candidate</u>
The winning candidate will be the candidate, who has accumulated the highest aggregated score (technical scoring + financial scoring).

ANNEXES:
ANNEX 1 – TERMS OF REFERENCES (TOR)
ANNEX 2 – INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS